



Changes to voice services

TSP Stakeholder Communication

October 2018

Change update:

Phone support for Opal top up services at **13 OPAL (13 67 25)**, and trip planning services at **131 500** will soon only be available for customers with accessibility requirements.

When?

From Tuesday 30 October 2018, Opal customers who are not limited by technology constraints or accessibility needs will need to top up via transport digital services, Opal retailers or at an Opal top up or ticket machine.

Trip planning and timetable services over the phone via **131 500** will only be available for customers with accessibility requirements from **early November 2018**.

NOTE: Customers with technology constraints and accessibility issues will still be able to contact 13 OPAL (13 67 25) and 131 500 for support and services. Transport for NSW is enhancing services on 13 OPAL and 131 500 for these customers, to provide improved services for those who need it most.

Why?

Transport for NSW has developed a range of digital services allowing customers to quickly and easily access travel information and services. These digital services allow customers to top up their Opal card and trip plan, wherever they are, without needing to visit a retailer or an Opal top up or ticket machine.

Customers who are not limited by technology constraints or accessibility needs, who call 13 OPAL or 131 500 for top up or trip planning services will be encouraged to make use of the many online and digital channels that are available.

This will help free up these services for customers who need it most, including rural and regional customers, those using translation services and customers with accessibility needs.

Customer service representatives have received additional training and guidance to help them identify customers in genuine need of assistance.

How can customers perform a top up and trip plan?

- via **13OPAL** and **131 500** (customers with accessibility requirements only)
- via **opal.com.au** or **transportnsw.info**
- the **Opal Travel app**
- Set up **auto top up** so they are always ready to travel

Customers can also top up at an Opal top up ticket machine located at many stops, stations and wharves or an Opal retailer. Customers can find their nearest Opal retailer by visiting **transportnsw.info/opal-retailers**.

Trip planning is also available via:

- a number of third party mobile apps: transportnsw.info/apps
- Social Media: **@NSWPublicTransport** for Trip Planning, Service Alerts, Customer Feedback
- **Google Maps** and **Apple Maps** that are natively available on most mobile devices for Trip Planning
- **Google Assistant**, Next Services: "**Ask Transport RITA**, when is the next train from central to Parramatta"
- **Amazon Alexa**, Disruptions: "**Ask Transport RITA**, what's my morning commute like?"

For further information regarding top up, auto top up and trip planning, please refer customers to transportnsw.info/opal, the Opal Travel app, 131 500 or 13OPAL.